



TRAVEL TUTOR

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DTS Deployment & Sustainment Seminars



March 6-9, the DoD Travel Management Office will host the DTS Deployment and DTS Sustainment Seminars in Waikiki, Hawaii. March 6-7, the DTS Deployment Seminar will be held and will be targeted to sites that are soon to deploy DTS. March 8-9, the DTS Sustainment Seminar will take place and will be targeted to sites that are operational. These seminars will be loaded with lots of useful information. Representatives from each Service will be present along with representatives from the Travel Management Office. Pre-registration for this event is required. If you would like to attend, please contact your Service or Agency 0-6 representative. You can also get detailed information on the DTS Travel Center Website by clicking [here](#).

Commercial Travel Offices

TO QUEUE OR NOT TO QUEUE?

The CTO should **always** place the PNR on the DTS Polling Queue when:

- They receive a PNR in the Inbound or Urgent Queue and complete the quality check
- They receive a Cancelled PNR, have verified all segments have been cancelled, documented cancellation numbers from manual bookings (i.e. Southwest, conference hotel, etc.), and processed refund per contract/business rules
- Ticketing and applying the fee to approved DTS reservations (TAW date applied)
- Making changes to a DTS reservation directly with the traveler but prior to departure

The CTO should **not** place the PNR on the DTS Polling Queue when:

- They take any action to the PNR after TDY has commenced
- A ticket was issued for a DTS PNR from hard copy orders due to the TAW date not being applied
- The PNR was not created by DTS

For
CTOs & Travelers

"Stuck at CTO Submit" Why Do So Many PNRs Need To Be Re-queued?

There are 4 factors that contribute to PNRs being "stuck":

- 1) The PNR is in the inbound or urgent queue awaiting the quality check.
 - The site should be aware of CTO Business Rules and requirements for the length of time the CTO has to process PNRs.
- 2) The PNR is on the polling queue waiting to be swept and updated in DTS.
 - Polling can be slowed or cease due to connectivity issues between DTS and the GDS. If polling has ceased or slowed, report the issue as it could result in PNRs being backlogged.
- 3) The CTO did not place the PNR on the polling queue after the quality check or queue removed the PNR in error.
 - The reservation can not route for review and approval until the PNR has been quality checked and placed on the DTS Polling Queue.
 - If the site asks the CTO to re-queue the PNR and it is not on the inbound, urgent, or polling queue, the CTO can access the PNR by record locator or name and place it on the polling queue. The PNR does not have to be on queue in order to access it and place it on the polling queue.
- 4) The PNR is related to Southwest Airlines.
 - DTS creates 2 PNRs when the user has selected Southwest Airlines in conjunction with another airline.
 - The PNRs must be treated as a pair, be quality checked and placed on the DTS polling queue within one hour of each other. If the CTO does not queue them within one hour, they both get "stuck at CTO Submit".

Are You a DTS Trainer?

Updated Training Materials
are Now Available on The
[DTS Travel Center Website!](#)

FREE!

DTS Web-Based Training

[Click here!](#)

**DTS
COMMENTS
& SUGGESTIONS**

Effective January 1, 2006

**New POV Mileage Rate
of .445**

Click [here](#) for more information
on updated rates.

Authorizing Officials



Self-Authorizing Officials

Self-Authorizing Officials have the appropriate permission level to approve their own authorizations for travel in DTS if the authorization does not have a cash advance or partial payment request. In those cases they must route their document to another AO for approval. Self-AOs should follow the steps below when creating authorizations without cash advances or scheduled partial payments.

1

Sign the Authorization

2

**Wait for the
CTO Submit/Booked Stamp**

3

**Stamp the Authorization as
APPROVED**

Travelers Should Confirm Airline Tickets Prior To Departure

Have you ever arrived at the airport to find that a ticket hasn't been issued for your flight? There are a couple of easy steps that you can take in order to ensure that never happens to you.

You should not go to the airport if you have not received notification of ticketing from either DTS or your CTO.

CTOs typically issue tickets three business days prior to departure. If within that three day window, you haven't received either notification, you should first check your DTS authorization to ensure it was approved by the Authorizing Official (AO). If your authorization wasn't approved, contact your AO or DTS Help Desk immediately. If the authorization was approved, but no ticket issued, contact the CTO for assistance.

Another way to determine if your ticket has been issued is to use your confirmation number, also referred to as PNR locator (six-digit alphanumeric designator), to access the reservation from a web site provided by your CTO, such as Sabre's virtuallythere.com, Worldspan's mytripandmore.com, Apollo's viewtrip.com and Amadeus' checkmytrip.com. The confirmation number or PNR locator can be obtained from the CTO itinerary, CTO invoice, or the DTS document (Trip Preview, Air Travel, or Trip Overview Screens). You can obtain your itinerary, seat assignments and e-ticket receipt by using any of these websites.

If you take the time to do one of the above-recommended steps, you'll never have to worry about ending up at the airport without a ticket!

Need Help with Your DTS Travel Authorizations or Vouchers?

Each Site has a dedicated Tier II Helpdesk that's there to assist you with your travel questions. If you don't have your Tier II help desk's information, please click on your service or agency below for a complete list of operational help desk offices.



[Army](#)

[Navy](#)

[Air Force](#)

[Marine Corp](#)

[Agencies](#)

This information is also available on the DTS Travel Center Website at www.dtstravelcenter.dod.mil.

Frequent Flyer Information

Many users are unaware that the name on their frequent flyer account must match the name in their DTS profile or they will not receive credit.

Most Airlines require frequent flyer members to provide their full name to participate in the program. Full name means the given name, middle initial or middle name, if any, family or surname, and suffix, if any. The full name must match the name on the member's passport or other valid travel documents such as military orders, visa, etc. For example, if your DTS profile shows you as John Smith Jr. or John J. Smith and your frequent flyer account is under John Smith, you may not receive proper credit. A good rule of thumb is to ensure your frequent flyer account matches the name in your DTS profile and Government Charge Card. This will ensure that you receive your mileage credit and are able to check in at the kiosk with your charge card or frequent flyer card. If you have questions regarding name changes or mileage credit, contact your airline frequent flyer customer service department.

When using frequent flyer mileage to upgrade your official travel reservations, you must request your upgrade from the airline after your DTS Authorization has been approved by your Authorizing Official (AO) and ticketed by your Commercial Travel Office (CTO). DTS sends approved reservations to the CTO for ticketing three business days prior to travel. Prior to making alternate ticketing arrangements with the CTO, consult your local business rules or Transportation Officer. Upgrading your reservation prior to CTO ticketing could result in the CTO canceling your upgraded seats.



Troubleshooting Checklist

- ☒ **Check System Status on DTS Web-site.** There may be a system problem impacting all users. Check for the color degradation on the DTS home page.
- ☒ **Call your DTA or local help desk.** Local DTS help desks are available to assist you with your DTS needs.
- ☒ **Subscribe to the DTS notifications.** Be the first to know about system outages and work-arounds.
- ☒ **Refer to the training materials on the Travel Center website.** How-to guides in addition to other helpful documents are available.



DTS Quick References



Do you need a quick guide on how to create authorizations, create a voucher/local voucher or how to cancel your authorization? Guides on these topics and many other topics are available on the DTS Travel Center website by clicking [here](#).

DTS Contact Cards

Do your travelers know who to call for assistance? The answer is not "Ghostbusters"! They probably know who to call but is the information at their fingertips? If not, we have just what you need. We call it the Contact Card Template (example below). Created with default information, the Template can be downloaded, completed with your local contact information, and distributed to travelers. It crams as much peace of mind as you can onto one business card.

FRONT	BACK
<p>CTO 111-111-1111 After Hours: 111-111-1111</p> <p>T2HD Phone 111-111-1111, DSN 111-1111 Email:</p> <p>DTA: 111-1111-1111, DSN 111-1111 Email:</p>	<p>Installation Transportation Office 111-111-1111, DSN 111-1111</p> <p>DTS Website www.defensetravel.osd.mil</p> <p>Defense Travel Center Website www.dtstravelcenter.dod.mil</p>

The Contact Card Template is available for download now at a computer near you. To find it, just visit the internet at <http://www.dtstravelcenter.dod.mil/Training/Docs/2x3template.doc>. This is a two-sided template and should be printed front to back.

DTS Updates



Be the first to know about updates, system status and other useful information related to DTS. You may subscribe by going to the DTS home page and entering your email address in the 'Updates' box. You may then select which updates you would like to receive.

The selections include:

- Documents & Downloads
- Events
- Notifications
- System Status
- Tier 2 Helpdesk Contacts

Here's the latest notification on DFAS Check Trace Requests.

In the event a DTS payment is made in the form of a check from DFAS and that check does not reach the traveler, an email should be sent to DFAS at checktrace@DFAS.mil with the Travelers name, TANUM, the amount of the payment, the date of the payment, the DOV# found in the remarks section next to the PAID stamp.

If the results of the trace locates the check, the traveler is notified of the results by DFAS.

If the results of the check trace do not find a match, then the assumption is that the check is lost. DFAS will forward the proper information to assist the site DTA in filing a DD Form 2660 requesting a stop payment be placed on the check. The processing time for a stop payment check is usually 60-75 days. Once the process is complete, DFAS notifies the DTS Tier 3 Help Desk, which will then notify the traveler and the travelers DTA via email with a request to update their EFT information in the DTA Maintenance Tool > People. An amendment will then need to be created. Next under Additional Options > Profile > My Account Information the "Refresh Account Data" hyperlink must be selected, and the updated account information should then be displayed. Then, under Expenses, the traveler will have to enter in an expense for "Returned Payment" for the amount of the of the lost payment. The voucher will then need to be stamped signed and routed through APPROVED.

Unlike the EFT RETURN process (i.e. when the document is stamped as EFT RETURNED), the lost check / stop payment process is not automated and relies on the Jefferson manual process to resubmit for payment.

The best way to avoid this process is to validate the EFT information is present and accurate prior to submitting for payment.



Teleconferences & Q/A Sessions

Many teleconferences are offered to meet your DTS needs. The teleconferences are intended for the FDTAs, LDTAs and other authorized Tier 3 Help Desk callers.

Experienced Sites (Invitation Only)

Tuesdays at 1030 EST. Contact your 0-6 office for more information on this call.

Madison-Monroe Transition

Tuesdays at 1300 EST. Call 1-877-602-8687 and enter conference ID # 4189820.

New Sites

Wednesdays at 1300 EST. Call 1-877-602-8687 and enter conference ID # 4189820.

European Sites (European Sites Only)

Mondays, Wednesdays, and Fridays at 0800 EST. Call 1-877-602-8687 and enter conference ID # 4189820.